

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

FIRST-CLASS PACKAGE SERVICE (FCPS)
SERVICE STANDARD CHANGES, 2021

Docket No. N2021-2

**RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTION 8 OF PRESIDING OFFICER'S INFORMATION REQUEST NO. 11**
(August 16, 2021)

The United States Postal Service hereby provides its responses to the above-listed questions of Presiding Officer's Information Request No. 11, issued on August 5, 2021. The question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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August 16, 2021

**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS HAGENSTEIN TO
PRESIDING OFFICER'S INFORMATION REQUEST NO. 11**

8. Please refer to the Response to POIR No. 4, question 9.b.ii., in which the Postal Service indicates that it does not plan to set an interim target for the FY 2022 period (during which the Postal Service acknowledges it does not expect to meet its 95 percent target level).
- a. Please explain why the Postal Service does not plan to set an interim target for this timeframe before the Postal Service expects to meet its target.
 - b. During the timeframe before the Postal Service expects to meet its target, does the Postal Service have any benchmarks, thresholds, or measureable criteria to hold its personnel accountable for FCPS service performance?
 - i. If yes, please describe such benchmarks, thresholds, or measureable criteria.
 - ii. If no, please explain why the Postal Service does not plan to use any benchmarks, thresholds, or measureable criteria to hold its personnel accountable for FCPS service performance during this timeframe.

RESPONSE:

- 8.a.** Targets for FY2022 have not yet been established, and at this time I am not aware of the Postal Service's plans regarding any specific target that may be set for FCPS for FY2022 as the Postal Service implements the steps necessary to achieve 95% performance. That said, the Postal Service sought to establish realistic targets based on actual operating conditions for FY2021, and consistent with that principle recently made clear its intent to set interim targets for First-Class Mail and Periodicals as it moves forward with implementing revised service standards for those products. At this point I expect a similar approach for FCPS as well.

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8.b. Yes.

- i.** FCPS service performance is part of National Performance Assessment (NPA) and is used as a measure to assess management compensation.
- ii.** N/A.